

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case:

04-0499

**ORIGINAL**

Regarding a complaint by (Person making the complaint):

PHILOMENA DALY

Against (Utility name):

SBC - Illinois Bell Telephone Company

As to (Reason for complaint)

Changes made to my long distance service

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

546, ILLINOIS RD.

The service address that I am complaining about is

FRANKFORT, IL. 60423.

My home telephone is

[815] 469-7139.

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[815] 469-7139.

(Full name of utility company)

SBC

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

CHIEF CLERK'S OFFICE

2004 AUG -14 P 9:06

ILLINOIS COMMERCE COMMISSION

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I. In May, 2004 I called SBC to have voice removed from my service & specifically instructed the first party I spoke to not to make changes to my long distance service, as they had done in November, 2003 when I was overcharged by \$900 and they readjusted that bill at that time because of their mistake. As I did not want the same thing to happen, I overemphasized not to touch my long distance service.

Please clearly state what you want the Commission to do in this case:

That this bill be adjusted & prorated to A.T. & T Rate for long distance calls.

Date: 7-30-2004  
(Month, day, year)

Complainant's Signature Philonena Daly

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

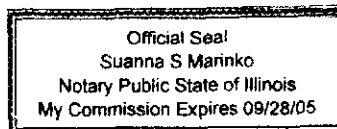
A notary public must witness the completion of this part of the form.

I, PHILONENA DALY, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Philonena Daly

Subscribed and sworn/affirmed to before me on (month, day, year) 7-30-04

Suanna S Marinko  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

1. The lady I spoke to told me to make the changes to the package I had & to take voice off, I would have to speak to a third party. When I got on to this person I again told her not to make any changes to long distance, just to take voice off.
2. When A.T. & T. contacted me the following week to say they were sorry to lose me as a customer, I knew SBC had done the same thing as they did in November, 2003. I called A.T. & T. to restore my long distance with them and also to include me in local service.
3. On June 7, 2004 SBC issued a final bill of \$506.<sup>65</sup>. I called them and spoke with a manager whom I told I would pay for calls made if the bill was prorated to AT&T rate & he said "no". I was liable to pay full amount.
4. I called Illinois Commission to lodge complaint.
5. A few days later someone from Executive Office from SBC called and played a falsified recording of me saying "yes" to changes to my long distance. As previously stated, my call initially to SBC was to remove voice and not to touch long distance which I explained to both parties.

6. \* BBC. is totally dishonest & I want  
justice to be served in this case. I am  
a very honest, hardworking, trustworthy  
person who pays my dues when owed and feel  
very strongly when I am unfairly treated &  
whipped.